



7-1-04

AF/2645

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Jeff H. Swartz

Application No. 09/614,781

Filed: July 12, 2000

METHOD AND SYSTEM FOR
INFORMING CALLERS WITHIN A QUEUE

Before the Examiner:
Smith, Creighton H.

Group Art Unit: 2645

RECEIVED

JUL 08 2004

Technology Center 2600

RESPONSE TO FINAL OFFICE ACTION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated 5 May 2004, please consider the following. The Commissioner is authorized to credit any overcharges for this account, and charge any fees which may be due to Deposit Account No. 23-3030, but not to include any payment of issue fees.

"Express Mail" Label No. EV 432598612 US Date of Deposit: JUNE 30, 2004

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR §1.10 on the date indicated above and is addressed to the Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450.

Signature of person mailing paper or fee